

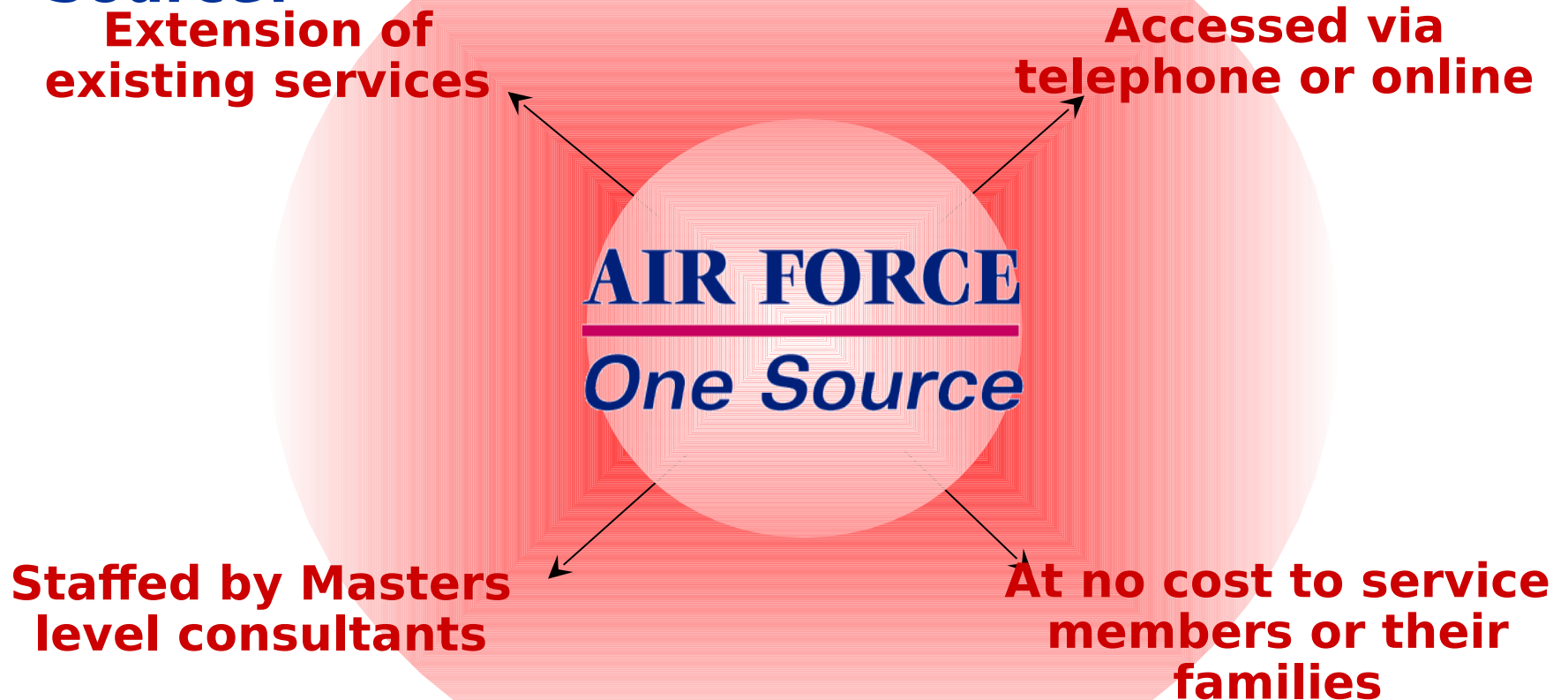
AIR FORCE
One Source

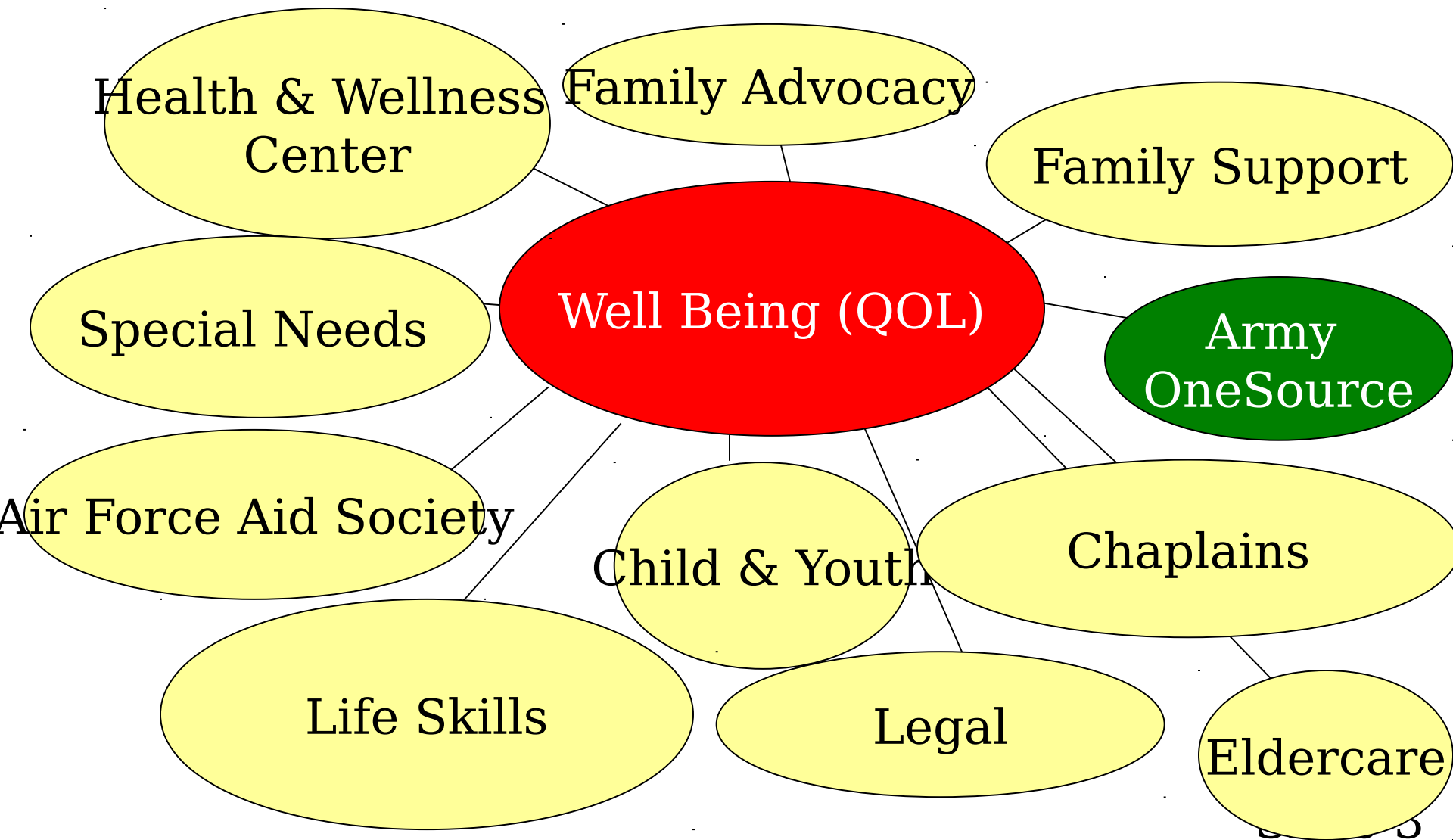


Air Force One Source

Information Brief

What is Air Force One Source?





Who is Air Force One Source for?

Anyone needing support services after hours or on weekends

Individuals and families separated from installations

When you don't have time to get on base

AIR FORCE
One Source

When you prefer the convenience of a phone call or an email

How the Service Works



Phone

Call toll-free or collect



Research

Our research staff will get you the information you need



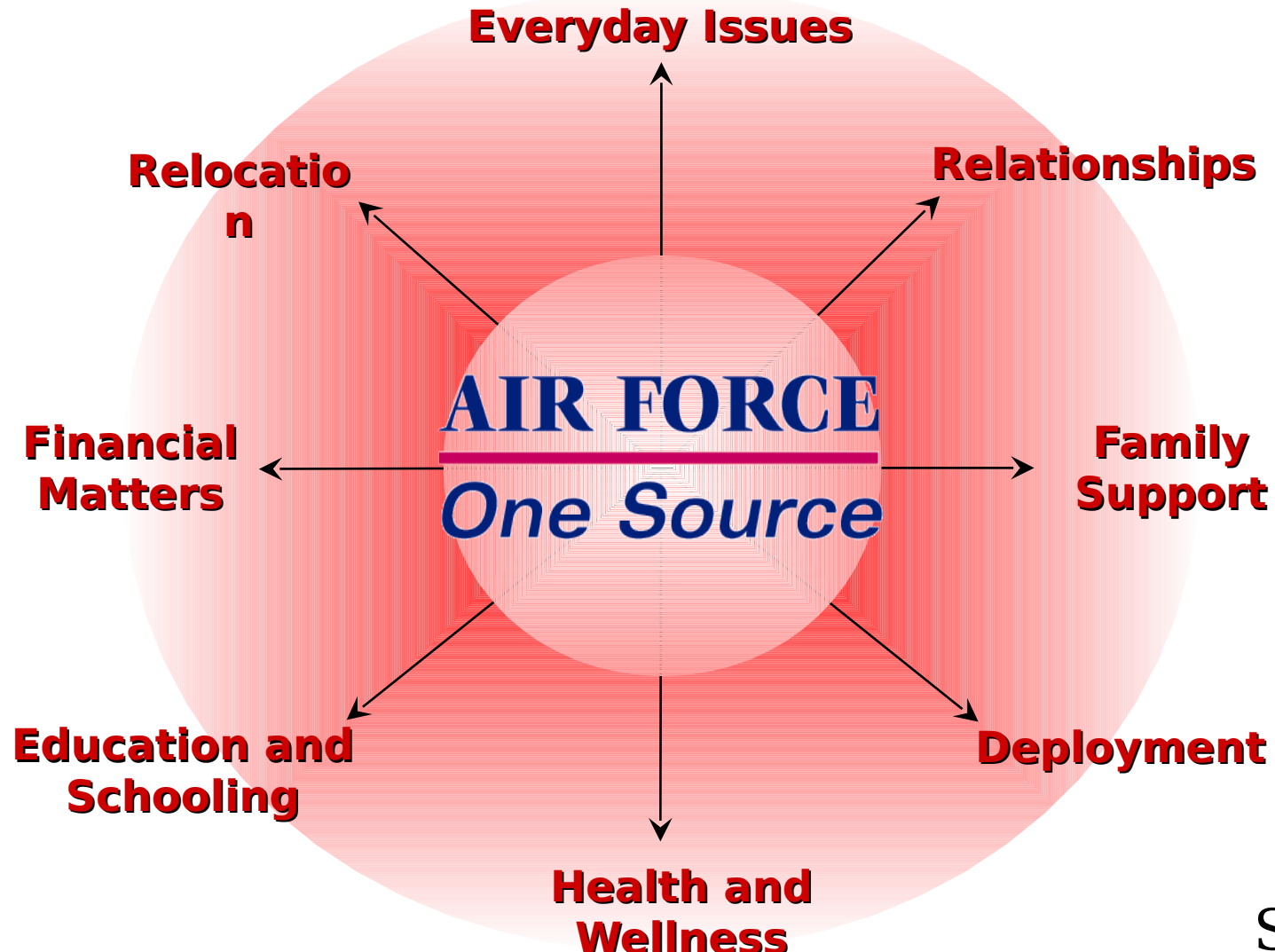
Consultants

Master's level Air Force One Source Consultants answer phones live 24 hours x 365 days

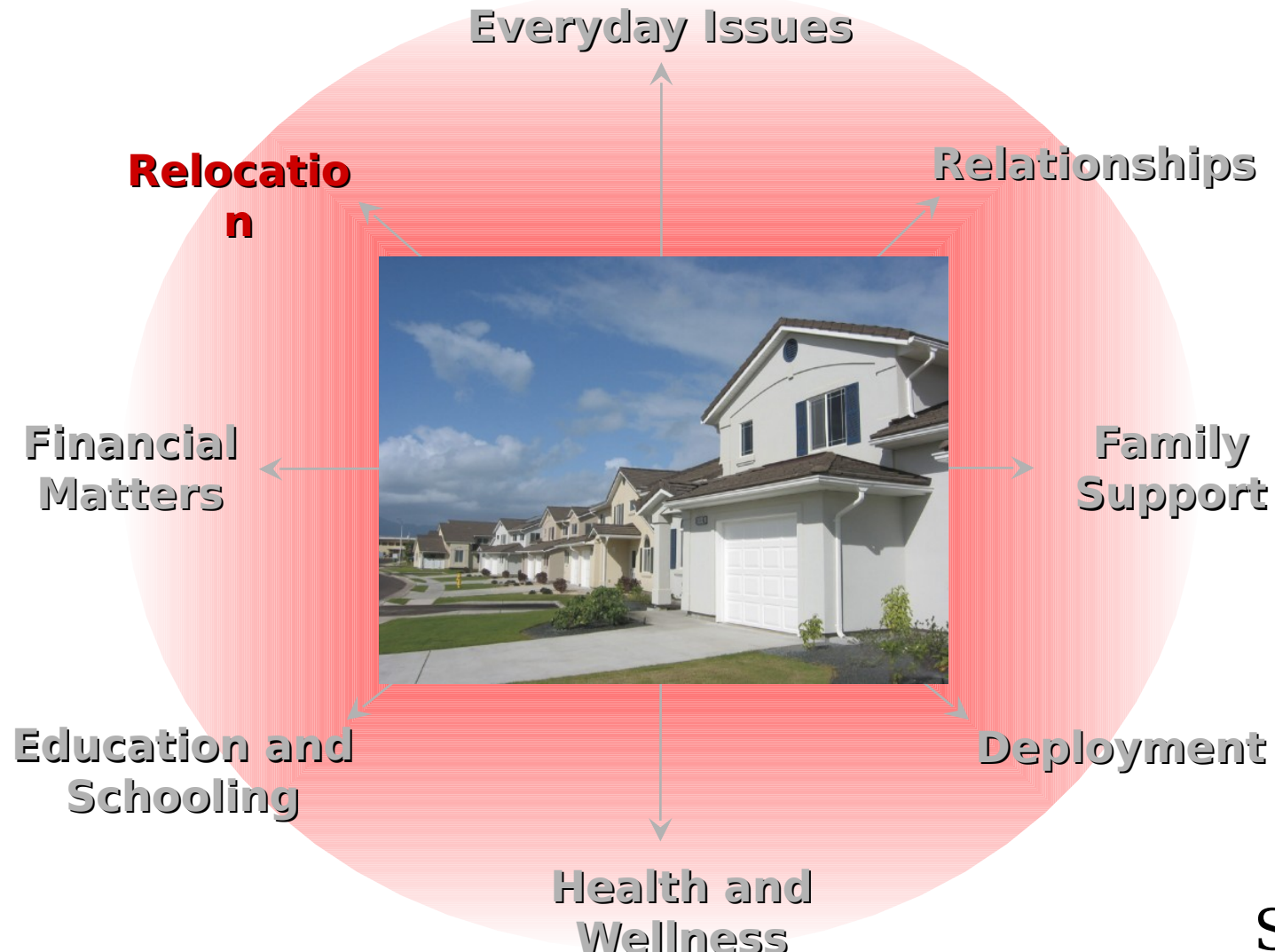


Follow-up

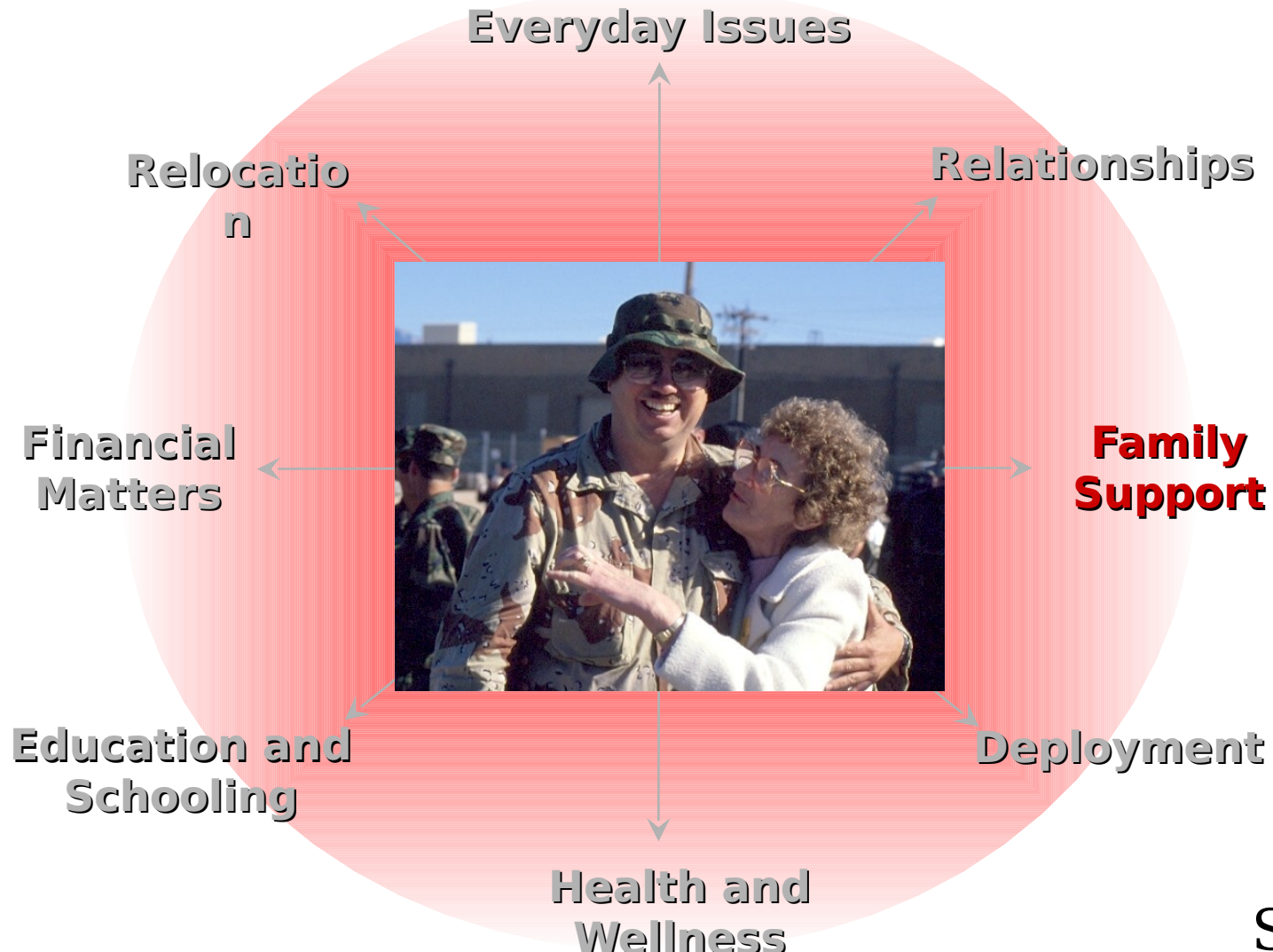
Within 7 days or as mutually agreed upon by caller and consultant



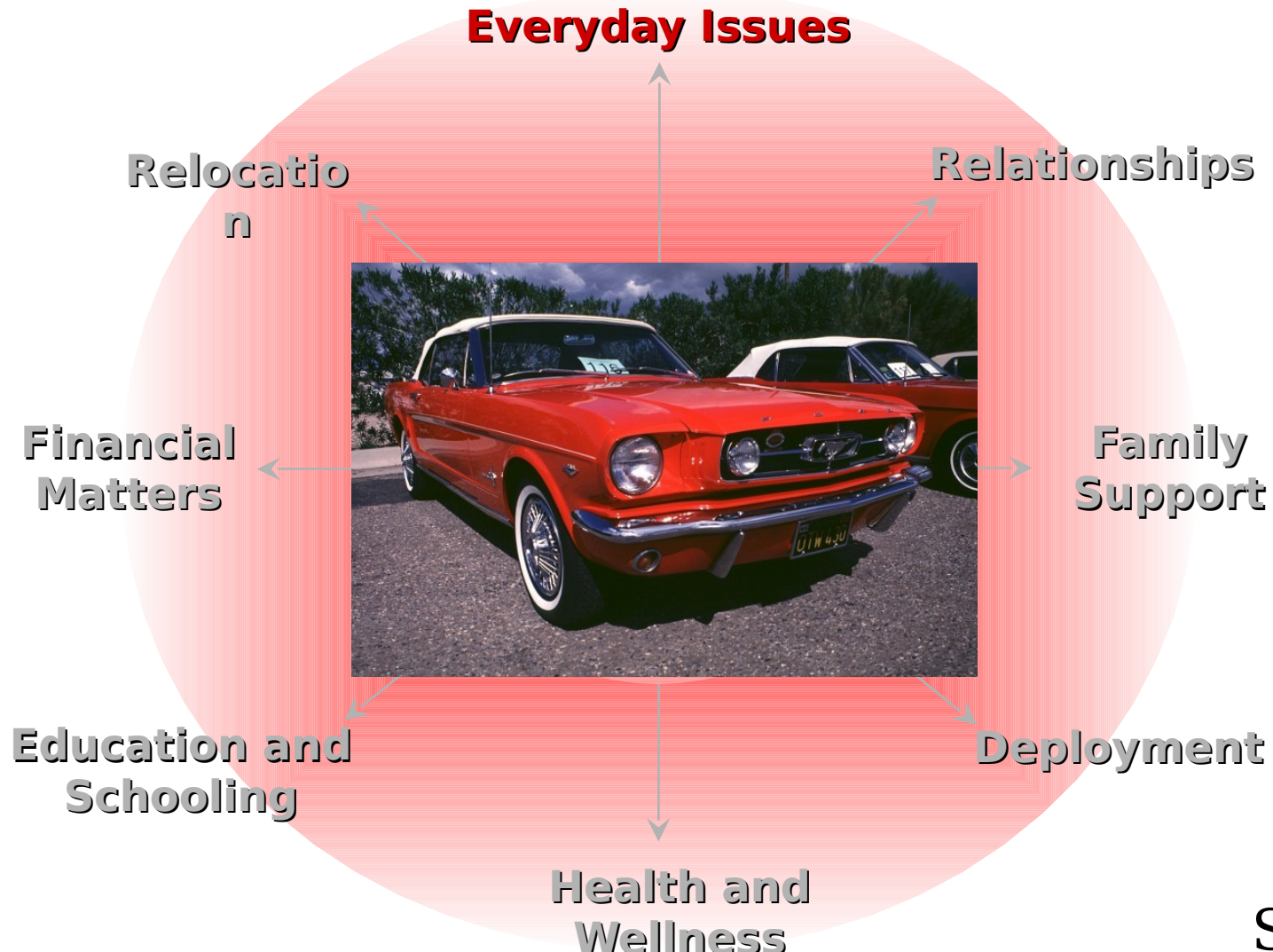
Air Force One Source SCOPE



Air Force One Source SCOPE



Air Force One Source SCOPE



Air Force One Source Consultants

- **Masters level consultants**
- **Multi-cultural, multi-lingual staff, 140+ languages simultaneously translated**
- **TTY/TDD accessible, on-line accessible for low vision users needing assistive technologies (section 508 compliant)**



Air Force One Source Consultants

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Click on movie to play

Let One Source do the leg work for you

- **Dedicated research teams knowledgeable in:**

- **Education**
- **Child care**
- **Elder care**
- **Everyday Issues**
- **International**



- **Customized research to answer all your questions**

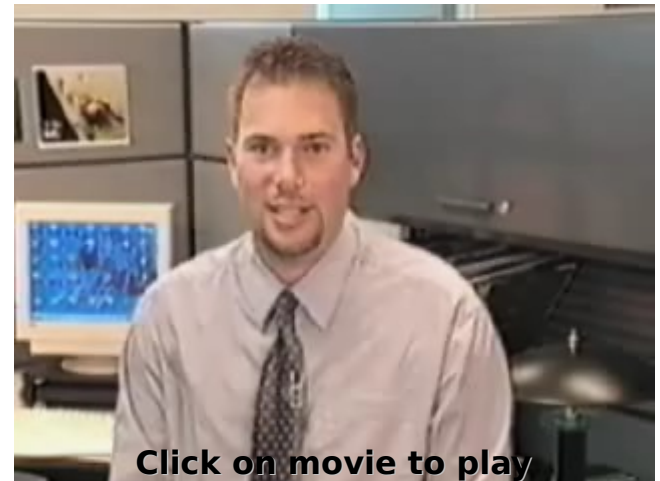
One Source is committed to the highest quality experience

- Air Force (Active Duty, Guard and Reserve members and eligible participants (spouse, other constituencies) call One Source or request information online
- They will answer phones **live** 24 x 7 x 365
- One Source will follow-up within 7 days or as mutually agreed upon by caller
- One Source plans assure quality and consultant with Customer Satisfaction Surveys

Air Force One Source Quality Commitment

We are committed to the highest quality experience

- **Air Force (Active Duty, Guard and Reserve) members and eligible participants (spouse, other constituencies) call us or request information online**
- **Air Force One Source answer phones **live** 24 x 7 x 365**
- **They will follow-up within 7 days or as mutually agreed upon by caller and consultant**
- **They assure quality with Customer Satisfaction Surveys**



Click on movie to play

By phone:

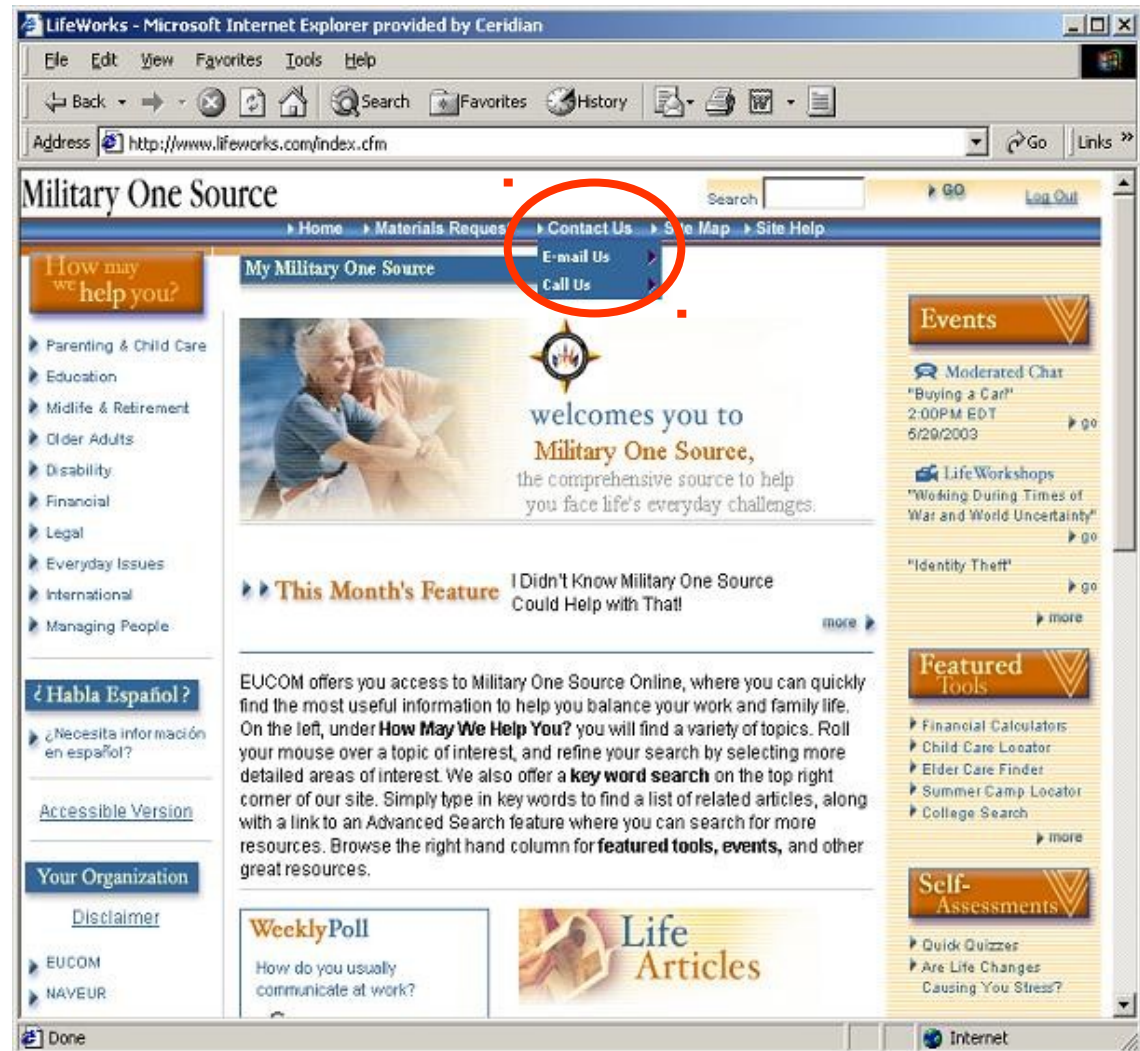
- From the United States
- ~~800-707-5784~~ From outside the United States ONLY
0
Toll free: 800-707-57844
(please dial all 11 digits)
Or call collect: 484-530-5913
- TTY/TDD
800-346-9188
- En Español
888-732-9020

AIR FORCE *One Source*

Air Force One Source ONLINE

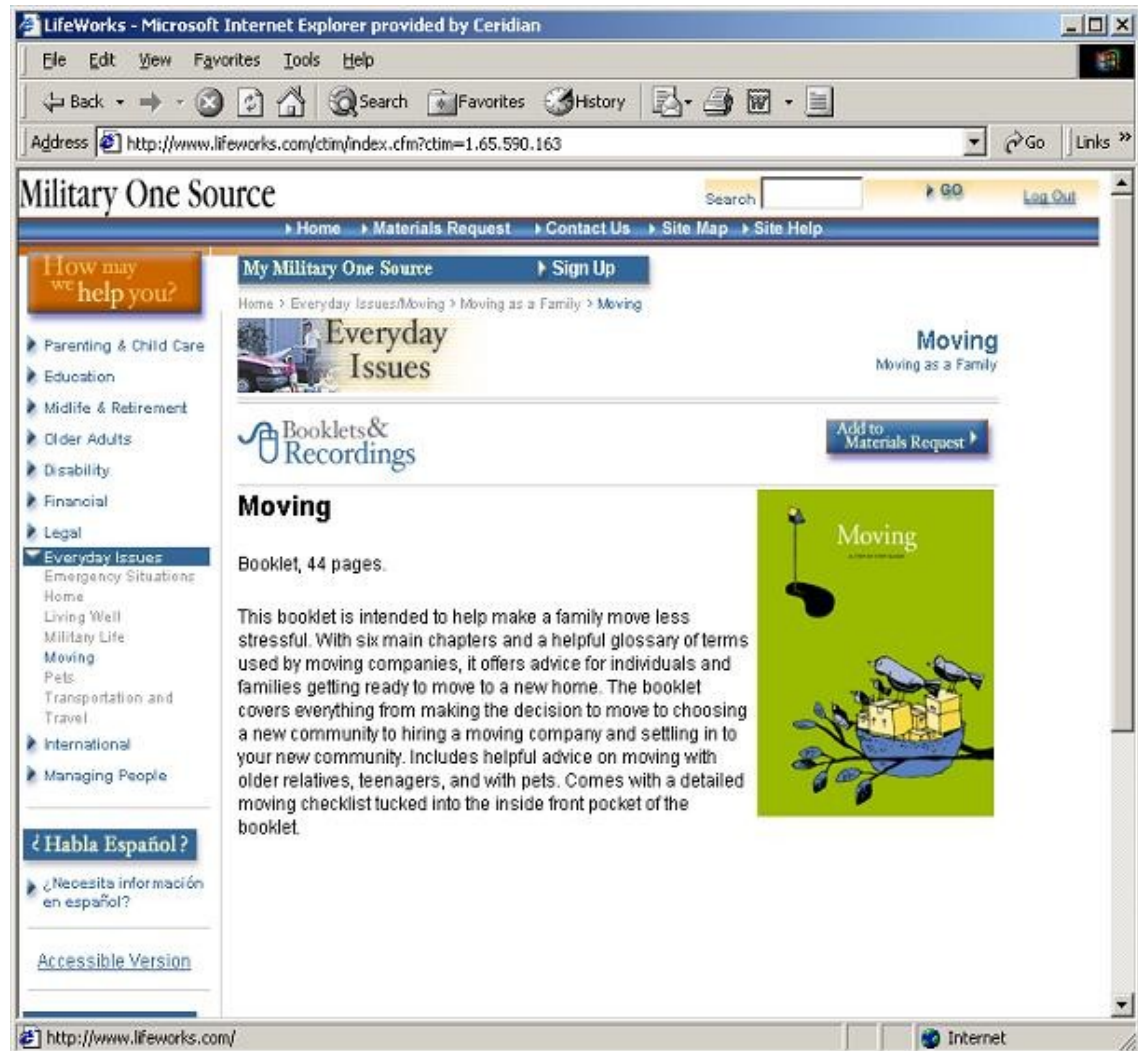
Online access:

- URL:
<http://www.airforceonesource.com>
- Userid:
airforce
- Password:
ready



Online access:

- ◆ **LifeWorkshop & Moderated Chat**
- ◆ **Self-Assessment Tool**
- ◆ **Calculators**
- ◆ **Online Locators**
- ◆ **Resource Rooms**
- ◆ **Other Air Force Resources**
- ◆ **Educational Materials**



Eligibility & Privacy

● Eligibility

- Active duty and family members (Guard and Reserve)
- Various service delivery staff

● Privacy

- Air Force One Source may be used anonymously
- You will get a privacy statement

Assistance When You Need It

Someone will always be there to help you

- When you're shopping for a new car
- When you're moving to a new town
- When your child won't sleep through the night
- When you want more time to focus on your life



Contact us today by phone or
online: Someone will always be there to help

you

- **Online at**
<http://www.airforceonesource.com>

- **User ID: airforce**
- **Password: ready**

- **From the United States**
800-707-5784

- **From outside the United States ONLY**
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